

CLEC Change Management and Testing

December 7, 1999



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Vice President
CLEC Change Management



CLEC Change Management

- The Change Management Process was originally developed with the CLECs as part of the NY collaborative process in May 1998.
 - The process is now used throughout the region.
- The process addresses timelines and documentation requirements for new software releases.
 - Type 1 Emergency/Maintenance
 - Type 2 Regulatory
 - Type 3 Industry Standard
 - Type 4 BA Originated
 - Type 5 CLEC Originated



CLEC Communication

- Monthly Industry Change Control Meeting
- Workshops
- Prioritization sessions
- Distribution of the documentation related to each CLEC-affecting Change Request
- BA TIS Web Site (<http://www.bellatlantic.com/tis/>) contains LSR business rules, EDI/CORBA specifications, FLASH Announcements/Type 1 Bulletins, Industry Change Control Meeting materials, and other documentation.
- A Change Request database is used to track status.
- Formal escalation procedures are in place sanctioned by the NY PSC.



CLEC Test Process

- Bell Atlantic supports CLEC Testing for New Release and New Entrant Testing.
- In May, BA-NY implemented a new CLEC Testing process:
 - Stable environment, mirror of production.
 - Defined process communicated to CLECs.
 - Quality Baseline Validation Test Deck implemented. CLECs may also define their own test scenarios.
 - Dedicated test coordinators.
 - Environment was used for testing in May, June and August releases (one week test period).



CLEC Test Process (continued)

- In mid-September, BA-NY implemented the CLEC Test Environment as a separate physical environment.
 - The environment mirrors production.
 - It provides CLECs with one month to test production ready code.
 - 4 CLECs tested in the new environment.

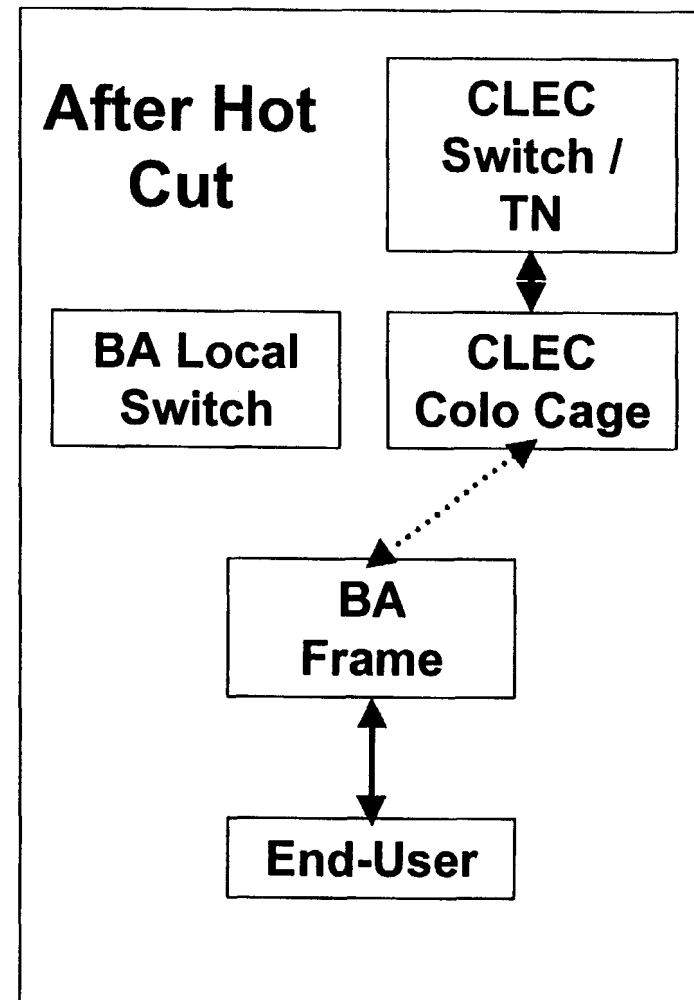
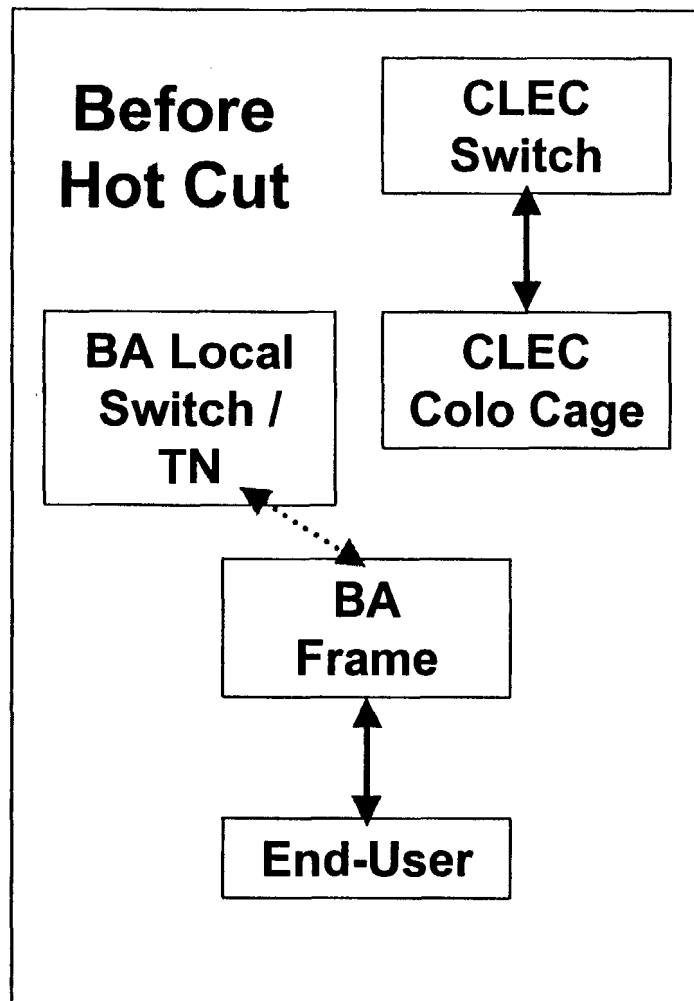
Unbundled Loop Hot Cuts

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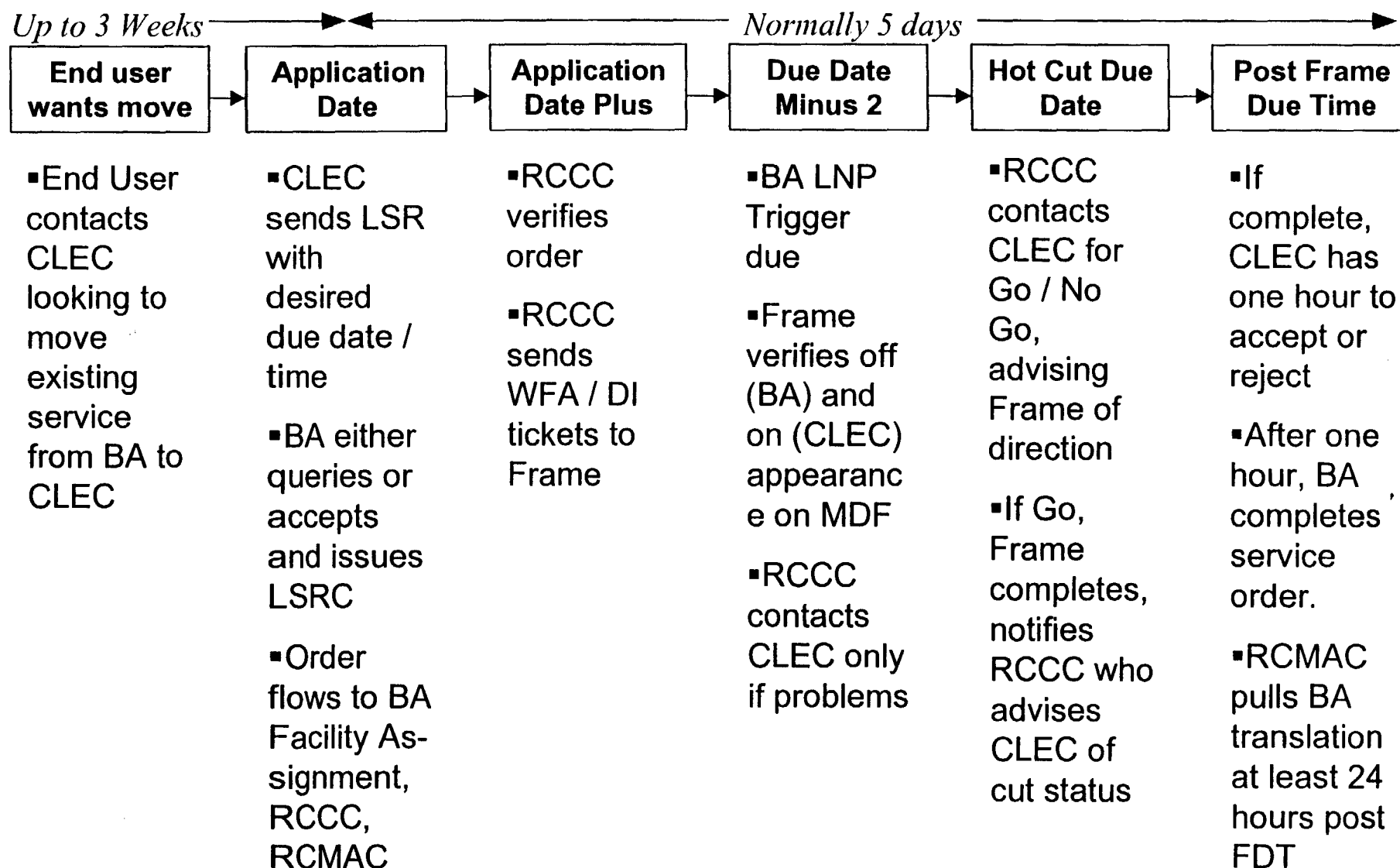
Thomas Maguire
Executive Director
CLEC Operations

Simplified Hot Cut





Simplified Hot Cut Process





Hot Cut Performance

- Since June 21, 1999, BA has completed more than 93% of over 12,000 Hot Cuts on time
- Why June 21, 1999?
 - PSC had trouble reconciling performance with CLECs
 - CO and RCCC training and certification on Checklist
 - KPMG review of Hot Cut processes
- Performance carefully monitored by NY PSC
 - Current performance validated through detailed reconciliation process
 - Future performance will be reviewed by the both BA and the PSC under WQAP



DOJ Hot Cut Issues

- **Performance Measures**
 - Results validated through exhaustive testing
- **Process Issues**
 - Process designed to eliminate risk of service disruption, not as a means of supplementing measures
- **IDLC Facilities Check**
 - BA committed to standard intervals regardless of type of facilities
- **Service Outages**
 - Claims reviewed in detail and found to be unreliable



DOJ Hot Cut Issues

- **Performance Measures**

- DOJ's performance view referenced AT&T's claim, though they did not conduct their own evaluation of the data.
- The NYPSC conducted a painstakingly-detailed, order-by-order review of the AT&T data, determining that it was not valid.
- The NYPSC has determined that BA is meeting its responsibilities under the Act.



DOJ Hot Cut Issues

- **Process Issues**

- Date Due minus 2 check
 - Purpose of check is to identify CLEC dial tone problems
 - A Hot Cut is a miss if check not completed and CLEC not given opportunity to correct dial tone problem
- Go/No Go Call
 - AT&T operations team agreed that the Go/No Go call is not a problem
 - Some CLECs opt to use bulk calls to address the Go / No Go step



DOJ Hot Cut Issues

- **IDLC Facilities Check**

- Less than one percent of hot cuts involve IDLC facilities
- BA committed to standard intervals regardless of whether the loop is served by IDLC facilities
- BA looks for alternative facilities as soon as order is accepted
- BA dispatches on DD-1 to test alternative facilities
- If DD-1 dispatch fails to ensure alternate facilities, BA will attempt to push a pair through. Though this effort is usually successful, it many times results in a missed appointment.



DOJ Hot Cut Issues

▪ Service Outages

- NYPSC reviewed AT&T claims of service outages in July and found that they:
 - “did not yield evidence of widespread outages resulting from the hot cut process; indeed many of the service disruptions reported by competitors were no greater than inconveniences such as static on the line, and were no more and no different from disruptions Bell Atlantic retail customers experienced.”
- The NYPSC found AT&T's service outage data to be unreliable:
 - Significant number of hot cuts were accepted by AT&T as working
 - AT&T took on average 56 hours to report service outages to BA
 - BA restored service quickly once notified of the problem

Collocation Overview

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Karen Maguire
Director
Collocation and Network Implementation



Agenda

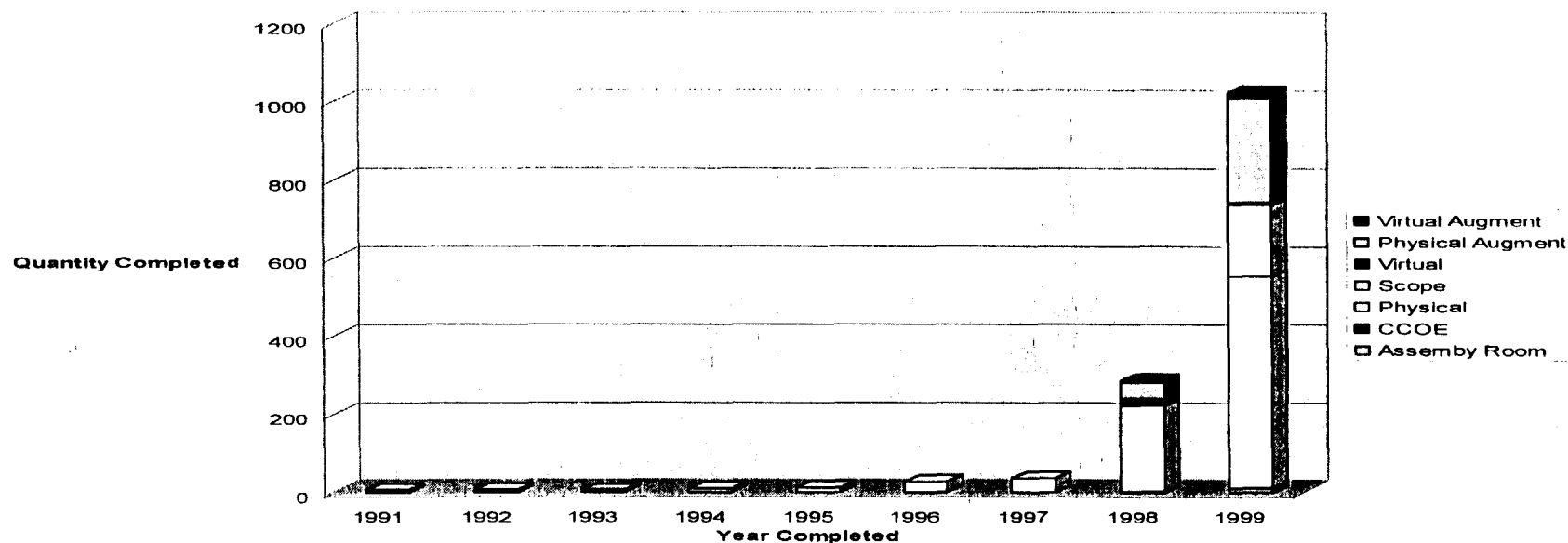
- Collocation Offerings
- Collocation Implementation Status
- Tour of Collocation Areas



Collocation Offerings

- Traditional Physical
- Virtual
- Secured Collocation Open Physical Environment (SCOPE)
- Assembly Room
- Cageless Collocation Open Environment (CCOE)

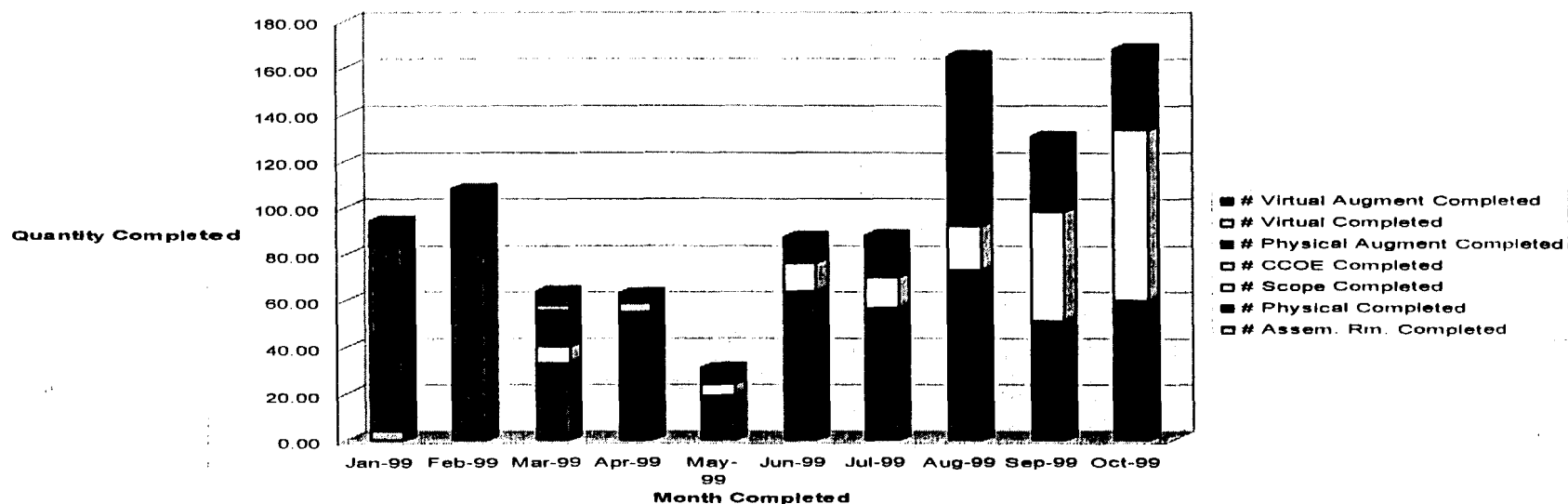
New York Completed Collocation Arrangements



	1991	1992	1993	1994	1995	1996	1997	1998	1999	Grand Total
Assembly Room								1	10	11
CCOE									1	1
Physical	5	6	5	8	10	26	36	220	542	858
Scope									182	182
Virtual								19	9	28
Physical Augment								41	264	305
Virtual Augment								5	15	20
Total	5	6	5	8	10	26	36	286	1023	1405

Data as of 10/31/99

1999 New York Collocation Performance



	Completed Physical Total	% On Time	Average Interval	Completed Virtual Total	% On Time	Average Interval
Jan-99	94.00	100.00%	91.60	0.00		
Feb-99	108.00	100.00%	72.89	0.00		
Mar-99	56.00	100.00%	76.22	8.00	100.00%	52.63
Apr-99	55.00	100.00%	82.02	8.00	100.00%	103.75
May-99	28.00	100.00%	66.96	3.00	33.33%	106.33
Jun-99	87.00	100.00%	71.17	0.00		
Jul-99	88.00	97.73%	85.27	0.00		
Aug-99	163.00	100.00%	81.45	2.00	100.00%	100.00
Sep-99	130.00	96.92%	75.96	0.00		
Oct-99	168.00	95.83%	78.56	0.00		
Total	977.00	98.67%	79.00	21.00	90.48%	84.29

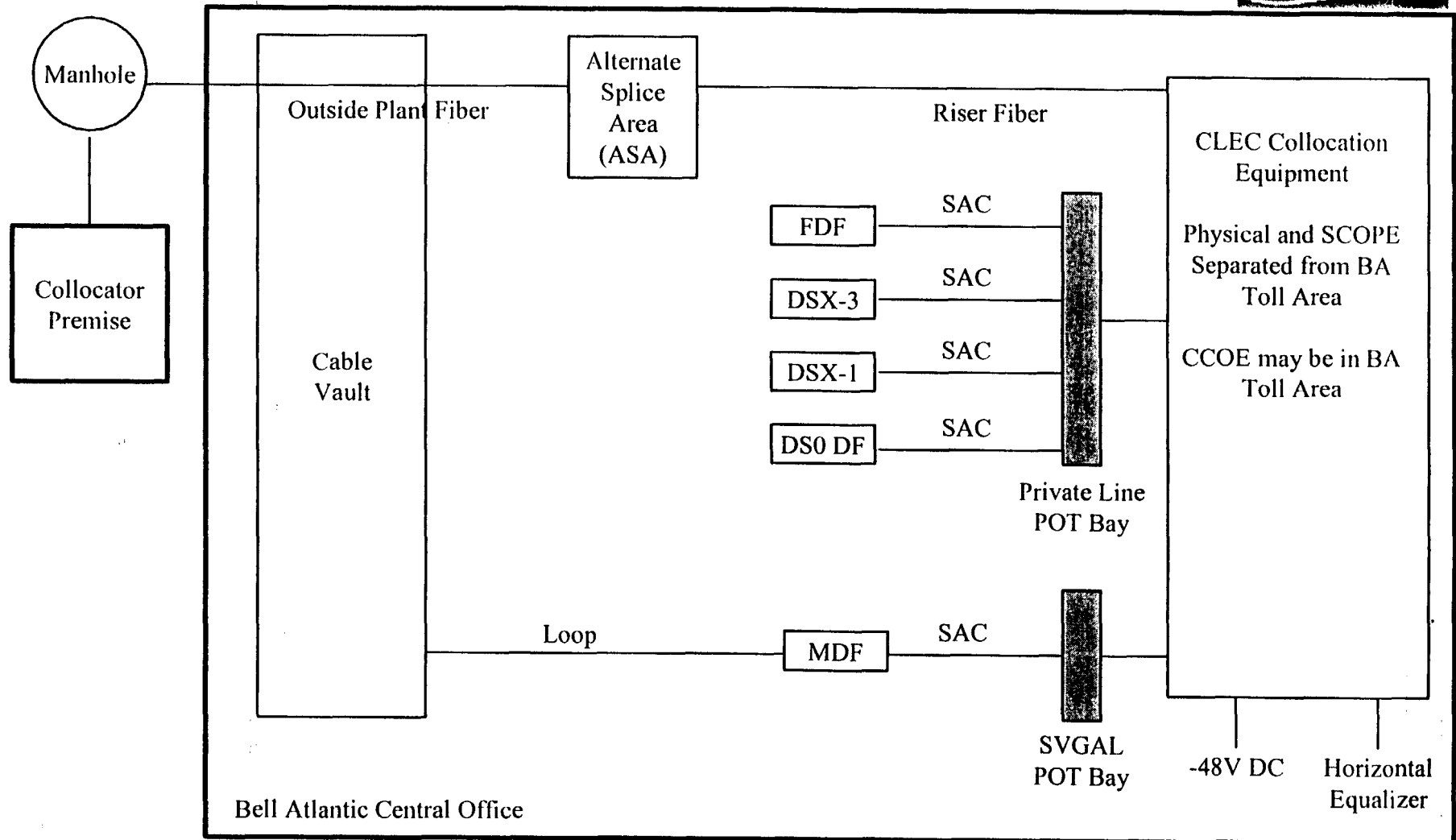
Data as of 10/31/99



Overview of Tour Areas

- CLEC Equipment Space
 - Physical, SCOPE, CCOE, Virtual
- Cable Vault
- Alternate Splice Area
- Distributing Frames
- Power Room

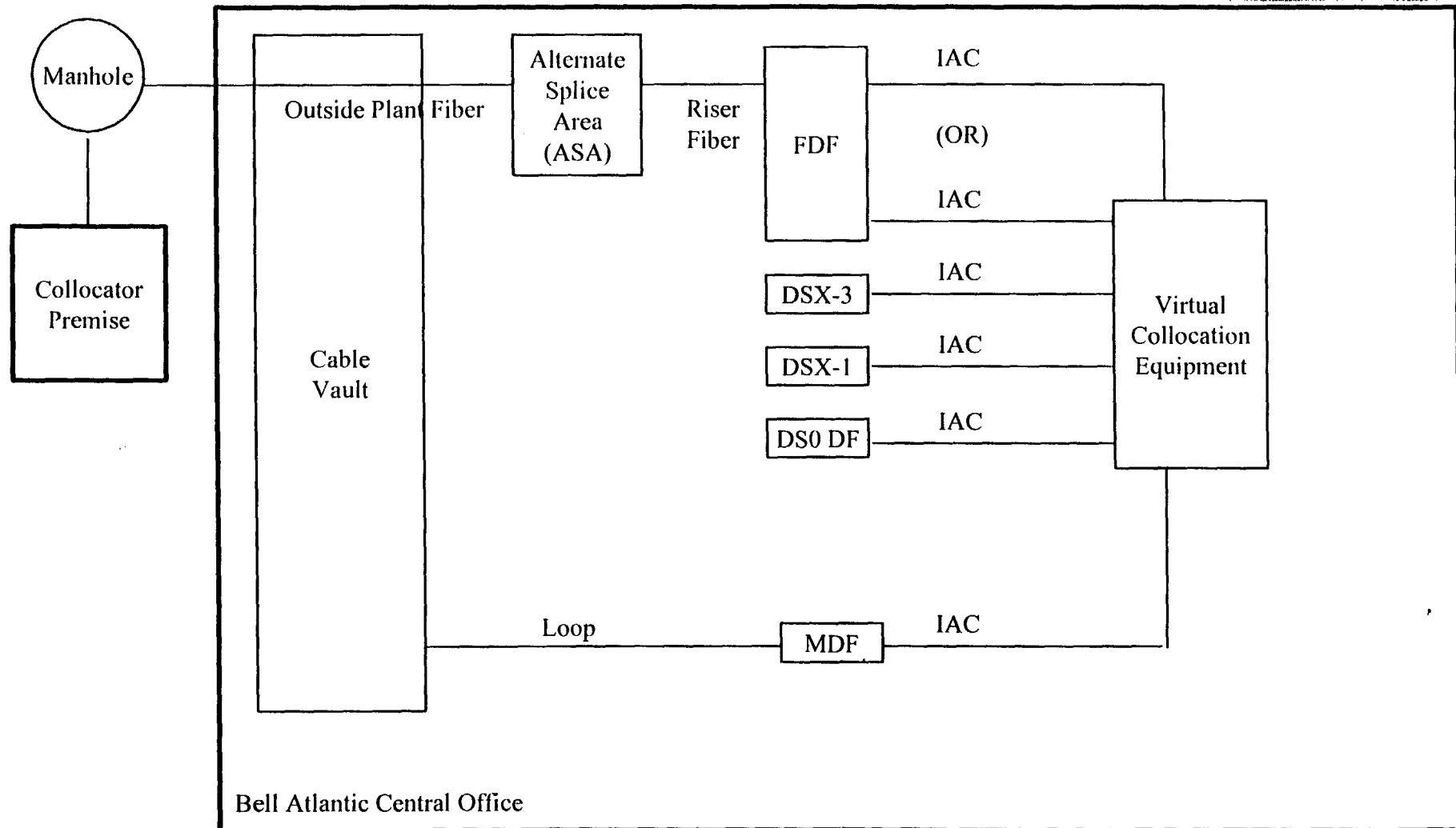
Physical/SCOPE/CCOE Collocation Diagram



Key:

SVGAL = Switched Voice Grade Analog Link
 POT Bay = Point of Termination (POT) Bay
 FDF = Fiber Distribution Frame
 MDF = Main Distribution Frame
 DSX = Digital Signal Cross Connect
 SAC = Service Access Cable

Virtual Collocation Diagram



Key:

SVGAL = Switched Voice Grade Analog Link

POT Bay = Point of Termination (POT) Bay

FDF = Fiber Distribution Frame

DF = Distribution Frame

DSX = Digital Signal Cross Connect

IAC = Interconnection Access Cable